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**Steve Rowlands**  
Director

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## **ANNUAL REPORT**

### **FISCAL YEAR MAY 1, 2012 - APRIL 30, 2013**

#### Background

The City of Quincy and Adams County 9-1-1 Communications Center is located at 222 N. 52nd Street, Quincy, Illinois 62305. The Center serves a population of nearly 68,000 in the City of Quincy and Adams County, and is the county's only Public Safety Answering Point. The Center is a consolidated dispatch center providing public safety dispatch and communications support for the Quincy Police Department, Quincy Fire Department, Tri-township Fire Department, Adams County Sheriff's Department, Adams County Ambulance Service, two rural police and 13 volunteer fire departments in Adams County.

Oversight authority for the Center's operations is the City of Quincy and Adams County 9-1-1 Communication Systems Governing Board that consists of eleven members. The government officials on the board include three county board members appointed by the Adams County Board Chairman and three Quincy City Council members appointed by the Quincy Mayor. These appointed members serve 3-year terms. There are also five public safety officials that are permanent members of the 9-1-1 Governing Board: Quincy Police Chief, Quincy Fire Chief, Adams County Sheriff, Adams County Ambulance Director, and the Secretary of the Adams County Rural Fire District Association.

#### Current Quincy/Adams County 9-1-1 Communications System Governing Board

9-1-1 Governing Board Chairman: Mike Farha, Quincy City Council

Theresa Bockhold, Adams County Board  
Matt Obert, Adams County Board  
Mike McLaughlin, Adams County Board  
Dan Brink, Quincy City Council  
Jack Holtschlag, Quincy City Council

Robert Copley, Quincy Police Chief  
Joe Henning, Quincy Fire Chief  
Brent Fischer, Adams County Sheriff  
Paul Davis, Adams County Ambulance  
Bill Johnson, Rural Fire Association

### Quincy/Adams County 9-1-1 Center Staff

The 9-1-1 Director is the chief executive for Quincy/Adams County 9-1-1 System and reports directly to the 9-1-1 Governing Board. The 9-1-1 Director also functions in most respects as a department head in both the city and county governments. The 9-1-1 Center has 20 employees: Director, Assistant Director, two Dispatch Supervisors, Systems Administrator, and 15 telecommunicators.

Steve Rowlands, Director	Jessica Huddleston, Telecommunicator
Sharon Tedrow, Assistant Director	Kay Jenkins, Telecommunicator
John Frankenhoff, Systems Administrator	Tina Jett, Telecommunicator
Mark Krzystofczyk, Dispatch Supervisor	Linda Link, Telecommunicator
Jo Liesen, Dispatch Supervisor	Janell Lohmeyer, Telecommunicator
Terri Blair, Telecommunicator	Becky Lyon, Telecommunicator
John Creech, Telecommunicator	Shawna Smith, Telecommunicator
Ginger Hasbrouck, Telecommunicator	Judy Vahlkamp, Telecommunicator
Terra Heck, Telecommunicator	Michelle Waltman, Telecommunicator
Josh Howell, Telecommunicator	Justine Williams, Telecommunicator

### FY2012-2013 Budget and Statistics

The 2012-2013 9-1-1 Fund 202 operating budget was \$1,267,000 for the operation of the city and county 9-1-1 system. Funding for both operating budget and capital expenditures budget are provided by the City of Quincy at 60% and Adams County at 40%. The Quincy/Adams County 9-1-1 Governing Board also receives monthly revenue from the Vonage E9-1-1 Remittance Fee and the Illinois Wireless Emergency Telephone System Act (WETSA). In addition, Fund 204 operating budget of \$208,000 was derived from WETSA revenues was applied to 9-1-1 operating expenses; approximately \$137,600 went to capital savings. The WETSA surcharge is scheduled to sunset in July 2013. Quincy/Adams County 9-1-1 is the only countywide 9-1-1 system in Illinois not funded by a landline telephone surcharge as allowed by the Emergency Telephone System Act (ETSA).

The 9-1-1 Center's fiscal year is May 1 through April 30 (aligned with the City of Quincy's fiscal year). Adams County reimburses the City of Quincy for 40% of operating expenses on a monthly basis.

The Adams County budget for 40% of 9-1-1 expenses is \$529,400 for their current fiscal year 2013 (December 1, 2011 through November 30, 2012).

On April 29, 2013, the Quincy City Council approved City of Quincy fiscal year 2013-2014 budget. The 9-1-1 Fund 202 operating budget is \$1,330,500 or \$798,300 for the City of Quincy's 60% contribution to 9-1-1 operations. This is an increase of \$63,500 or 5% from the previous fiscal year's revised operating budget. The Fund 204 operating budget for the next fiscal year is \$217,000 provided by WETSA revenue. WETSA revenue is estimated to provide \$110,600 for capital equipment savings.

### Past Fiscal Year Operating & Capital Budget (May 1, 2012-April 30, 2013):

Fiscal 2012-2013 9-1-1 Operating Budget (100%)	\$1,267,000
Fiscal 2013 Adams County 40% 9-1-1 Operating Budget*	\$529,400
Fiscal 2012 Adams County 40% 9-1-1 Operating Budget*	\$526,800

\* Adams County Fiscal Year: 12/1- 11/30

### Wireless Emergency Telephone System Act (WETSA) Surcharge (204 Fund):

Revenue May 2012 – April 2013:	\$401,538
Interest Earned May 2012 – April 2013:	\$3,641
Operating Expenses May 2012 – April 2013:	\$208,431
9-1-1 204 Fund Balance as of April 30, 2013:	\$704,425

Call Statistics (May 1, 2012-April 30, 2013)

Landline 9-1-1 calls:	9,641	25.0%
VOIP 9-1-1 calls:	794	2.0%
Wireless 9-1-1 calls:	28,206	73.0%
Total 9-1-1 Calls:	38,641	100.0%
All 9-1-1 calls:	38,641	32.5%
Incoming Non-Emergency:	77,725	65.2%
Alarm Line calls:	2,686	2.3%
Total All Calls:	119,052	100.0%

Computer Aided Dispatch (CAD) Incidents:

Quincy Police	34,741	59.3%
Adams County Sheriff	12,332	21.1%
Quincy Fire	3,557	6.1%
Tri-Township Fire	602	1.0%
Adams County Ambulance	6,962	11.9%
Volunteer Fire Departments	355	0.6%
Total CAD Incidents:	58,549	100.0%

Submitted by:



Steve Rowlands  
Director, Quincy/Adams County 9-1-1